

Division of Health Systems Development and Regulation
Health Protection
Licensure and Certification
Public Health Preparedness and Response
Rural Health

November 7, 2017

Amy Hartman, Managing Director of Behavioral Health
Volunteers of America, Dakotas
PO Box 89306
Sioux Falls, SD 57109-9306

Re: Volunteers of America, Dakotas

Dear Ms. Hartman:

On October 3, 2017, the South Dakota Department of Health, Office of Health Care Facilities Licensure & Certification conducted a survey of your inpatient chemical dependency facility for compliance with state rules. This visit found deficiencies whereby corrections were required.

We are accepting your plans of correction for the deficiencies. Please notify this office at (605) 773-3356 if you are unable to correct the deficiencies as outlined in your plan of correction.

If you have any questions relating to the deficiencies, contact Todd McCaskell at the Office of Health Care Facilities Licensure & Certification at (605) 773-3356.

Sincerely,



Chris Qualm, Administrator
OFFICE OF HEALTH CARE FACILITIES LICENSURE & CERTIFICATION
CQ:jj

cc: Melanie Boetel, Division of Community Behavioral Health with copy of PoC (via email)

615 East 4th Street | Pierre, SD 57501 P605.773.3356 F605.773.6667



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DATE: October 13, 2017

TO: Amy Hartman, Managing Director of Behavioral Health
Volunteers of America, Dakotas
PO Box 89306
Sioux Falls, SD 57109-9306

FROM: Chris Qualm, Administrator *C. Q. / g*
Office of Health Care Facilities Licensure and Certification
615 East 4th Street
Pierre, SD 57501-1700

RE: Compliance Survey

CODE STANDARDS: Administrative Rules of South Dakota (ARSD)
44:78 Inpatient chemical dependency
67:61 Substance Use Disorders
National Fire Protection Association Code 101 Life Safety Code 2000
edition, chapters 1-10 inclusive and chapter 33
Americans with Disabilities Act Accessibilities Guidelines (ADAAG)

VISIT: October 3, 2017

BY: Travis Nelsen, Sr. Health Facility Surveyor

CC: Melanie Boetel, Accreditation Program Manager
Department of Social Services Division of Behavioral Health

CLASSIFICATION:

Inpatient Chemical Dependency Treatment Facility: Heisler Chemical Dependency and New Start Adult & New Start Adolescent.

BED CAPACITY:

Heisler Chemical Dependency (1310 W. 51st St., Sioux Falls SD) 12 beds upstairs.
New start adult (1310 W. 51st St., Sioux Falls SD) 14 beds downstairs

Heisler Treatment Program /New Start
Volunteers of America, Dakotas
PO Box 89306
Sioux Falls, SD 57109-9306

INTRODUCTION:

Enclosed please find the list of deficiencies relating to state rules identified as a result of the October 3, 2017 survey your facility by the above surveyor from this office. The purpose of this visit was to survey the facility and make an evaluation of the operation and to determine compliance with South Dakota Administrative Rules.

We request that you provide this office with your plan of correction stating the completion date for the corrections, the corrective action you have taken, or the plan of correction that you intend to make. Please use the space following each deficiency for providing the plan and completion date. **The plan must be submitted to our office by October 23, 2017.** Please refer to the enclosed Plan of Correction Guidelines in completing your own plan and retain a copy of the correction plan for your own records.

New start adult (1310 W. 51st St., Sioux Falls SD) 14 beds downstairs

Deficiencies:

1. Two chemical bottles in the North bathroom of the New Start adult program had the same label but contained different products. One spray bottle was not labeled correctly.
2. In the New Start adult program the cloth beds in rooms 1, 4, and 5 were not protected by impervious mattress covers.

Plan of Correction:

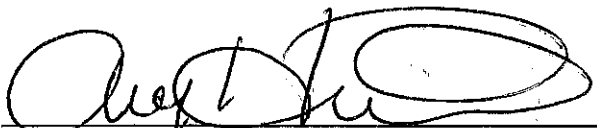
① New bottles replaced the bottles that were labeled wrong. Correct labels have been placed on the bottles and the Lead LSE will check for correct label & placement weekly. Reviewed procedures w/ staff. This was corrected the same day as site visit.

② mattress protective covers were placed on beds in room 1, 4 & 5 that same day. Also reviewed with participants the importance of leaving these on. Staff will do weekly checks to ensure they stay on.

Date of Correction: 10/3/17

Technical Assistance:

- *The hydraulic calculations for the sprinkler system are on stickers and should be on a permanent sign and hung from the riser.
- *The melamine surface of the kitchen counters is coming loose in several places and needs to be repaired or replaced.
- *Supplies such as toilet paper should be stored off the floor in storage areas (living room pantry and large store room in the hall way upstairs).

Administrator: 

Date: 10/30/17